



Social Justice Tribunals Ontario

Providing fair and accessible justice

Social Justice Tribunals Ontario 2014 - 2015 Annual Report



Table of Contents

[Executive Chair's Message](#)

[Executive Lead's Message](#)

Social Justice Tribunals Ontario

[Legislative Authority](#)

[Mandate, Mission and Values](#)

[SJTO Operational Highlights](#)

- [Member Recruitment](#)
- [Co-location of SJTO Downtown Toronto Offices](#)
- [Email Communication](#)
- [Website](#)
- [Evaluation Project](#)
- [Professional Development](#)
- [Seminar Series on Targeted Legal Services](#)

- Child and Youth Division
- A Note about the Ontario Special Education Tribunals (OSETs)

Caseload Statistics (April 1, 2014 - March 31, 2015)

Human Resources

Financials

Child and Family Services Review Board

What We Do

Legislative Authority

Operational Highlights

- Brochure updates
- Smaller panels
- Support for SJTO Child and Youth Division
- Staff Training

Statistics

Service Standards

Custody Review Board

What We Do

Legislative Authority

Statistics

Service Standards

Human Rights Tribunal of Ontario

What We Do

Legislative Authority

Operational Highlights

- New Associate Chair
- Acted on Pinto Report Recommendations
- Notice of Public Nature of Decisions added to Forms
- Shorter Hearings
- New Registrar Letters
- Data Centre Move

Statistics

Service Standards

Landlord and Tenant Board

What We Do

Legislative Authority

Operational Highlights

- Non-profit Housing Co-op Eviction Applications
- Fee Waivers
- Case Management Hearings Pilot
- Scheduling in full day blocks instead of half day blocks - Toronto North & South District Offices
- Updated Forms
- Upcoming Initiatives
- Mediations
- Reviews and Appeals
- Call Centre

Statistics

Service Standards

Social Benefits Tribunal

What We Do

Legislative Authority

Operational Highlights

- Information Brochure Redesign
- Email Pilot Project
- Video Conferencing
- Early Dispute Resolution
- SBT Rules
- Medical Review Appeals
- Staff Training

Statistics

Service Standards

Appendix I: SJTO Members as of March 31, 2015

Executive Chair's Message

It gives me great pleasure to present SJTO's 2014-15 annual report. As Executive Chair, I am exceedingly proud of the hundreds of dedicated staff and members who work every day to provide procedural and substantive justice to SJTO users. Our commitment to be leaders in the justice community has produced an organization that is innovative, collaborative and a place of remarkable vitality, intelligence and professionalism.

I use the word "remarkable" with both purpose and pride. These are difficult times for public institutions and those who work to deliver critical services within our communities. Times are harder still for many within our communities who struggle in their daily lives with the impacts of poverty, disability, and social exclusion. Yet SJTO staff and members have stepped up to the challenge. Whether it is helping individuals understand our



procedures and their rights and responsibilities; processing, mediating or deciding the nearly 100,000 appeals and applications filed every year; launching new technology that enhances access; or partnering with justice sector partners on cutting edge initiatives, SJTO staff and members believe in the importance of their work and continually look for ways to improve.

In most areas, we have been able to maintain or improve on our service standards in 2014-15. Through our commitment to recruitment, career and professional development we have continued to build capacity and excellence. We prepared to launch e-filing and online scheduling at the LTB, expanded early resolution at the SBT, and held the inaugural meeting of the Child and Youth Division stakeholder group. And as we move into our next fiscal year, we will welcome the Criminal Injuries Compensation Board to SJTO.

It is sometimes said there is strength in numbers. At SJTO it is not simply an economy of scale that allows us to serve our users and meet our mandate. Rather, it is the breadth of experience, the individual dedication to public services and the collective goal of fairness and justice which takes SJTO forward.

A handwritten signature in black ink, appearing to read 'Michael Gottheil', written in a cursive style.

Michael Gottheil, Executive Chair
Social Justice Tribunals Ontario

Executive Lead's Message



I am proud to present SJTO's 2014-15 annual report. This year, our tribunals resolved 96,332 applications and appeals. It's this work, handled by our staff, mediators and adjudicators, that is at the core of our mandate to provide fair and accessible dispute resolution.

SJTO is constantly striving to improve and making our tribunals accessible is one of our priorities. Accessibility coordinators at each tribunal work with people who need accommodation to participate fully in the tribunal processes. Accommodations range from mailing out large print documents, to arranging video or teleconferencing in place of an in-person hearing or mediation, to allowing time for religious observances.

Another way we are making our tribunals more accessible is by using technology to improve customer service. This year we launched a more accessible website, started accepting more case file information by email, and are working with legal clinics to do more video hearings. Early next year, we'll be launching an e-filing pilot at the Landlord and

Tenant Board that will allow people to file anytime from anywhere. Our plan is to expand e-filing province-wide in the summer of 2015.

Within SJTO, we launched a consolidated online hearing and mediation room calendar that allows staff to check availability and book hearing rooms across all 13 SJTO sites. The calendar is helping us fully realize the benefits of being part of a group of tribunals. By using all of our available spaces, there are fewer delays in mediations and hearings and fewer rental costs for non-SJTO venues.

At the Human Rights Tribunal of Ontario and the Child and Family Services Review Board, we reduced delays and saved money by changing how we schedule hearings. At the Landlord and Tenant Board, we created a process to request and grant fee waivers for people with a low income. We also started using electronic case files at the Landlord and Tenant Board for eviction applications from non-profit housing co-operatives - a first for SJTO.

You will find more of initiatives like these ones described in this report. But it's our everyday work - answering questions, ensuring files are complete, scheduling and conducting mediations and hearings, and writing decisions - that is our most important achievement.

Recognizing that our staff know our work the best, we took the opportunity to consult them on how the organization can improve. Over the next year, we'll use the information we gathered to develop a plan to increase employee engagement and improve customer service.

In the meantime, I would like to thank each of the SJTO staff and adjudicators for what you do: it is your dedication that makes SJTO an organization I am proud to be part of.



Ellen Wexler, Executive Lead
Social Justice Tribunals Ontario

Social Justice Tribunals Ontario



Social Justice Tribunals Ontario (SJTO) is a group of seven adjudicative tribunals that play an important role in the administration of justice in Ontario. Each year our tribunals receive and resolve nearly 100,000 cases -

providing fair, accessible dispute resolution to thousands of Ontarians.

The tribunals of the SJTO are: Child and Family Services Review Board, Custody Review Board, Human Rights Tribunal of Ontario, Landlord and Tenant Board, Ontario Special Education (English) Tribunal, Ontario Special Education (French) Tribunal and Social Benefits Tribunal.

The kinds of disputes we address at our tribunals are extremely varied. We resolve disputes between landlords and tenants, hear appeals from people seeking social assistance and complaints from those who feel the service they received from children's aid societies has been unfair. We deal with applications about human rights and the rights of children and families relating to education.

Legislative Authority

SJTO was created in 2011 under the *Adjudicative Tribunals Accountability, Governance and Appointments Act, 2009* (ATAGAA). ATAGAA lets the government group adjudicative tribunals into an organization called a cluster, when "the matters that the tribunals deal with are such that they can operate more effectively and efficiently as part of a cluster than alone". Each tribunal within Social Justice Tribunals Ontario continues to exercise the powers given to it under law.

The *Statutory Powers Procedures Act* provides a general framework for the conduct of hearings before Ontario's administrative tribunals.

Mandate, Mission and Values

Mandate

The mandate of Social Justice Tribunals Ontario is to resolve applications and appeals brought under statutes relating to child and family services oversight, youth justice, human rights, residential tenancies, disability support and other social assistance, and special education.

Mission

SJTO and its tribunals will:

- provide fair, effective, timely and accessible dispute resolution
- promote consistency in the application of the legislation and its processes while remaining responsive to differing cases, party needs and to an evolving understanding of the law
- maintain the highest standards of professionalism, integrity and quality of work
- be leaders in the administrative justice community

Values

Our values set the foundation for our rules and policies, how those rules and policies are applied, and how we deliver service to the public. The values are:

Accessibility

- We will strive for full and informed participation of parties in the process, whether or not they have legal representation.
- We are committed to diversity and inclusiveness.
- We will provide dispute resolution processes that are proportionate and appropriate to the issues in dispute.

Fairness and Independence

- SJTO and its tribunals must be, and be seen to be, impartial and independent in their decision making functions.
- Our decisions will be based on the evidence and the applicable law, and will be supported by clear, concise and coherent reasons.

Timeliness

- We are committed to providing timely dispute resolution services and issuing decisions within a reasonable timeframe after a hearing.

Transparency

- Our processes, procedures and policies will be clear, understandable and consistently applied.

Professionalism and Public Service

- Members and staff will exhibit the highest standards of public service, integrity and professionalism.
- We will be responsive to stakeholder needs by engaging in meaningful outreach and consultation.

SJTO Operational Highlights

SJTO constantly works to make our tribunals more accessible, to strengthen the expertise of our adjudicators and to be leaders in the justice community. Here are some of the operational highlights from 2014-15.

Member Recruitment

Since SJTO was formed in 2011, it has been increasing the number of members who speak French. In 2014-15, the SJTO appointed five bilingual members: two full-time and three part-time. SJTO now has 25 members who can conduct hearings in French or English.

SJTO also improved outreach to diverse professionals for adjudicator positions through ethnic legal associations (e.g. South Asian Bar Association), the Ontario Council of Agencies Serving Immigrants, Maytree and the Toronto Region Immigrant Employment Council.

Next year, we plan to conduct an adjudicator diversity survey to give us the information we need to build a stronger, more diverse organization.

Co-location of SJTO Downtown Toronto Offices

Co-location of SJTO's downtown Toronto offices has been planned since SJTO was formed in 2011. Since that time, the scope of the co-location project has been expanded and the Criminal Injuries Compensation Board, Environment and Land Tribunals Ontario, and the Safety, Licensing Appeals and Standards Tribunals Ontario will also relocate at 25 Grosvenor Street, Toronto. Because the tribunals will be able to share hearing and mediation rooms at the new location, the co-location will result in lease savings. The co-location also has the potential for the tribunals to share facilities and equipment for video and telephone hearings and some administrative services, like security, mailroom and file storage.

Most of SJTO's downtown Toronto offices will move in the summer of 2016. LTB's Toronto South office is scheduled to move in May 2017.

To ensure that the new space at 25 Grosvenor meets the needs of the tribunals and its users, the project's design consultants conducted extensive consultations over the winter of 2015. The consultants visited all of the

SJTO offices to look at the space and document how it is being used. Staff and members were consulted through focus groups, interviews and an online survey.

In January and February, SJTO stakeholders were given an opportunity to learn about the project and provide feedback on the public spaces in the new building through a web-based information session, a focus group and an invitation to provide written feedback.

The information collected will be used to develop detailed floor plans over the next nine months.

Email Communication

SJTO has started using email more often as a way to communicate with parties.

In March and April 2015, SBT and LTB began piloting the use of email for case inquiries. Both tribunals will evaluate the pilots, consult with stakeholders, and make adjustments to the protocols, before offering the service province-wide.

The use of email is not entirely new at SJTO. The HRTO has used email to answer inquiries and communicate with parties since it was formed in 2008. The CFSRB has accepted applications by email since 2012.

Website

The new SJTO web portal (sjto.ca), launched on March 30, 2015, is written in simpler language, is more accessible to users with disabilities and is easier to navigate on mobile devices. It also has a better search function, making it easier for people to find what they're looking for, both using the internal search and through search engines like Google and Bing. The site delivers on SJTO's commitment to make an active offer of accommodations and French language services. It also improves SJTO accountability by putting executive travel and meal expenses, policies and a list of members all in the same spot.

The Custody Review Board, Social Benefits Tribunal, Ontario Special Education Tribunal and Human Rights Tribunal of Ontario sites were launched on March 30, 2015. The Landlord and Tenant Board and the Child and Family Services Review Board will join the site later this year.

Evaluation Project

SJTO is constantly striving to improve. This year, the SJTO Evaluation Project was conducted to measure SJTO's performance through self-evaluation by members, staff and management. The survey for the project was based on the one done by the Council of Australasian Tribunals with modifications to fit the Ontario context.

The survey looked at eight areas:

- Independence
- Leadership
- Fair treatment
- Accessibility
- Professionalism and integrity
- Accountability
- Efficiency
- Client needs and satisfaction

71.5% of all members, staff and management completed the survey, which was administered online in September and October 2014. The answers will help SJTO understand how well we are delivering in areas like accessibility, independence, fairness and leadership. We will use the results to plan for improvement in these areas.

Professional Development

SJTO has a professional development program for adjudicators and mediators that is unique in Canada. The program includes new member training, an annual professional development conference and modules that can be delivered in person or online. The program focuses on skill development and knowledge but also broadens the perspective and deepens the sensibilities of our decision-makers by shedding light on the perspectives of our users and the challenges they face. It is thanks to our pooled resources and the common thread of social justice that winds through our tribunals that we can deliver this program.

"The Institute", our annual professional development event for SJTO's 200 adjudicators and mediators, was held for the third time in May 2014. The theme was "Evolution of the Law" and covered topics like communication in mediation, decision writing, early resolution techniques and evidence. The event incorporated more stakeholder and client perspectives than in the past.

Sixteen new members at SBT, LTB and HRTO received foundational training that included modules on administrative law principles, natural justice and procedural fairness, statutory interpretation, freedom of information and privacy, ethical obligations and independence of adjudicators, human rights, and areas of law within the mandate of the tribunal.

Other professional development initiatives include training modules for all members in human rights, decision writing, evidence, credibility assessment, and an intensive session on Aboriginal perspectives in dispute resolution.

The SJTO professional development program also incorporates courses from the Society of Ontario Adjudicators and Regulators, the Council of Canadian Administrative Tribunals, the Ontario Bar Association and the Canadian Institute for the Administration of Justice.

Seminar Series on Targeted Legal Services

As an organization that operates on the front lines of justice, SJTO understands that representation by a lawyer is not always possible, and Ontario needs alternatives. For that reason, Social Justice Tribunals Ontario collaborated with TAG - The Action Group on Access to Justice and The Law Society of Upper Canada to hold the first of three half-day symposia to explore how targeted legal services can increase access to justice. Seventy-nine people attended the first symposium called *Targeted Legal Services: We Are All Pieces of the Puzzle* held at Osgoode Hall, in Toronto on February 3, 2015. Another 227 people watched the live webcast.

Targeted legal services includes limited scope retainers and self-help information, but also incorporates early resolution and dispute avoidance programs offered through community organizations, public legal information and referral services, alternate dispute resolution, alternative hearing processes at courts and tribunals, and alternative practice models for lawyers and paralegals.

At the symposium, panel members from the Superior Court of Justice, the Human Rights Legal Support Centre, the Income Security Advisory Centre and the private bar, reflected on their experience using targeted legal services.

Two more symposia are scheduled for May and September 2015.

Child and Youth Division

The OSETs, the HRTO, the CFSRB and the CRB hear cases about children and youth in the areas of special needs, mental health, education, and placements in care. To develop a more youth-centric approach, two bodies were formed:

1. A Child and Youth Division with representatives from the four tribunals.

2. A Child and Youth Practice Advisory Committee with representatives from: the Ministry of Children and Youth Services; the Children's Lawyer of Ontario; the Office of the Provincial Advocate for Children and Youth; the Ontario Association of Children's Aid Societies; Youthdale community agency; Justice for Children and Youth legal clinic; the Native Child and Family Service Agency of T.O., and lawyers in private practice. The first meeting of the Practice Advisory Committee was held on Jan 20, 2015.

The division and its practice advisory committee are focused on two areas: the recruitment, training and cross-appointment of adjudicators and stakeholder engagement. The SJTO has several members who are expert in child/youth matters and who are cross-appointed to one or more of the CFSRB/CRB, OSETs and HRTO, including the CFSRB's Associate Chair, who is cross-appointed to the HRTO and OSETs.

A Note about the Ontario Special Education Tribunals (OSETs)

While no applications have been recently filed, the OSETs continue to respond to email and telephone inquiries and provide information and forms on its new website: sjto.ca/oset and tjso.ca/tedo

Caseload Statistics (April 1, 2014 - March 31, 2015)

	Applications/Appeals Received	Applications/Appeals Resolved
Landlord and Tenant Board	79,532	78,103
Social Benefits Tribunal	14,025	14,606
Human Rights Tribunal of Ontario	3,259	3,179
Child and Family Services Review Board	329	358
Custody Review Board	84	86
Ontario Special Education Tribunals (English and French)	0	0
Total	97,229	96,332

Human Resources

SJTO has:

- 317.15 staff
- 91 full-time members (adjudicators)
- 79 part-time members (adjudicators)

Financials*

Expenditures (See below for category definitions)	2014-15	2013-14	2012-13
Salaries	29,588,414	30,253,209	30,161,085

Benefits	3,977,159	4,389,513	3,915,122
Travel & Communications	2,114,840	2,281,703	2,425,909
Services	7,461,634	7,534,310	7,687,028
Part-time Members Per Diem	1,868,324	1,793,410	1,780,077
Supplies & Equipment	572,683	609,028	691,019
Total	45,583,054	46,861,173	46,660,239

Revenue	2014-15	2013-14	2012-13
Landlord and Tenant Board application filing fees (Deposited in the Consolidated Revenue Fund)	11,803,984	12,017,104	12,110,484

* Financial information for 2012-13 and 2013-14 has been updated from the previous annual report to reflect final adjustments.

Category Definitions

Salaries includes: Salaries and wages for SJTO staff and full-time adjudicators, and for temporary help

Benefits includes: CPP, EI, Employer Health Tax and insurance

Travel and communications includes: Costs for items such as telephone and fax, voice mail, blackberry and mobile phones, audio conferencing, postage, travel costs

Services includes: costs for items such as office equipment rental, translation, interpreter fees, rental for hearing venue, security and printing

Part-time members per diem is compensation for part-time members

Supplies and equipment includes: costs for items such as furniture and fixtures, office equipment, stationery and office supplies



What We Do

The Child and Family Services Review Board (CFSRB) conducts reviews and hearings on a number of matters that affect children, youth and families in Ontario.

Legislative Authority

Under the *Child and Family Services Act*, the CFSRB can review:

- A children's aid society's decision to remove a foster child (Crown ward) from a foster home where the child has lived continuously for two or more years (section 61)
- Certain complaints related to services provided by children's aid societies (sections 68 and 68.1)
- Residential placements of children in care (section 36)
- Emergency admission of a child to a secure treatment program (section 124)
- Decisions to refuse an adoption of a particular child, to impose a term or condition on an adoption, or to remove a child from an adoption placement, (sections 141, 142.3 and 144)

Under the *Education Act*, the Board can hear appeals about the expulsion of students by school boards.

Under the *Intercountry Adoption Act*, the Board can review:

- A Director's refusal to approve a person as eligible to adopt from outside of Canada
- Conditions attached to Director's approval to adopt from outside Canada

Operational Highlights

Brochure updates

The CFSRB made changes to its brochures for self-represented applicants. The brochures explain the CFSRB processes at hearings, pre-hearings and settlement facilitations, so that applicants are better prepared to come before the CFSRB.

Smaller panels

Amendments to Regulation 70 of the Child and Family Services Act changed the minimum number of members required to hear an application or appeal from three to one. The CFSRB has started assigning one member to hearings of Complaints about Children's Aid Society's Services (section 68) and has assigned more two-member

panels for other application types than in previous years, contributing to a significant reduction in part-time member per diem costs and travel expenses.

Support for SJTO Child and Youth Division

The CFSRB has supported the work of SJTO's new Child and Youth Division by conducting a review of board and tribunal caseloads and preparing a discussion paper. The division is working to ensure cases involving children and youth at the SJTO are dealt with using a more consistent and child-focused approach.

Staff Training

Frontline staff received training from a mental health professional to increase their understanding of mental health issues, dissipate myths and end stigma. The training helps staff better serve users with mental health issues.

Statistics

The CFSRB received 329 applications: 12 (or 3%) fewer than last fiscal.

The number of applications received was stable for almost all types of applications. The exception was applications for the Removal of a Crown Ward, which increased by almost 100%, from 13 to 23.

Table 1: Caseload Summary

Application Type	2014-2015	2013-2014	2012-2013
Section 61 of the <i>CFSA</i> - Removal of a Crown Ward	23	13	11
Section 68 of the <i>CFSA</i> - Complaints Against a Children's Aid Society	231	248	229
Section 144 of the <i>CFSA</i> - Refusal of Application to Adopt or Refusal to Approve a Proposed Adoption Placement	18	17	10
Section 311.7 of the <i>Education Act</i> - School Board Expulsion Appeals	13	12	11
Section 124 of the <i>CFSA</i> - Review of Emergency Secure Treatment Admission (ESTA)	37	45	35
Section 36 of the <i>CFSA</i> - Review of Residential Placement (ARRP)	7	6	4
Section 5 & 6 of the <i>Intercountry Adoption Act</i> - Intercountry Adoption Applications (Refusal to Adopt Outside of Canada)	0	0	0
Total	329	341	300

Table 2: Section 61 of the *Child and Family Services Act* - Removal of a Crown Ward

	2014-2015	2013-2014	2012-2013
Applications Received	23	13	11
Hearings Held	7	3	7
Hearing Days	19	6	30
Applications Withdrawn	4	4	4
Applications Scheduled for Mediation	2	3	N/A
Applications Settled through Mediation	1	1	N/A
Final Hearing Decisions Issued	5	2	5

Table 3: Section 68 of the *Child and Family Services Act* - Complaints against a Children's Aid Society

	2014-2015	2013-2014	2012-2013
Applications Received	231	248	229
Hearings	35	32	36
Hearing Days	52	46	45
Applications Withdrawn	33	39	22
Applications Scheduled for Settlement Facilitation	184	175	168
Applications Settled at Settlement Facilitation	134	115	124
Written Review Decisions	4	10	8
Final Hearing Decisions Issued	28	24	33

Table 4: Section 144 of the *Child and Family Services Act* - Refusal of Application to Adopt or Removal of an Adoption placement

	2014-2015	2013-2014	2012-2013
Applications Received	18	17	10
Hearings	6	6	4
Hearing Days	25	24	9

Applications Scheduled for Mediation	0	3	N/A
Applications Settled through Mediation	0	2	N/A
Final Hearing Decisions Issued	3	6	5

Table 5: Section 36 of the *Child and Family Services Act* - Application for Residential Review Placement

	2014-2015	2013-2014	2012-2013
Applications Received	7	6	4
Hearings	3	3	1
Applications Scheduled for Mediation	0	2	1
Applications Settled through Mediation	1	2	1
Final Hearing Decisions Issued	2	0	1

Table 6: Section 124 of the *Child and Family Services Act* - Review of Emergency Secure Treatment Admission

	2014-2015	2013-2014	2012-2013
Applications Received	37	45	35
Hearings	14	12	18
Final Decisions Issued	11	12	13
Applications Withdrawn	25	33	19

Table 7: Section 311.7 of the *Education Act* - School Board Expulsion Appeals

	2014-2015	2013-2014	2012-2013
Appeals Received	13	12	11
Hearings	2	2	2
Hearing Days	4	6	3
Appeals Withdrawn	7	5	8
Appeals Scheduled for Mediation	4	3	N/A

Appeals Settled through Mediation	4	2	N/A
Final Hearing Decisions Issued	1	3	1

Table 8: Section 5 & 6 of the *Intercountry Adoption Act* (Refusal to Adopt Outside of Canada)

	2014-2015	2013-2014	2012-2013
Applications Received	0	0	0

Service Standards

The goal is to meet the service standard 80% of the time.

Hearing Standard	% of time service standard is met	Average number of days
CFSA Section 124 hearings will be scheduled within four calendar days of receipt of the application	100%	3
CFSA Section 68 pre-hearing conferences will be scheduled within 40 calendar days after the application	85%	33
CFSA Section 68 hearings will be scheduled within 60 calendar days after the application is deemed eligible	82%	53
CFSA Section 36 hearings will be scheduled within 20 calendar days of receipt of the application	100%	9
CFSA Section 61 and Section 144 hearings will be scheduled within 20 calendar days after the application has been deemed eligible	100%	14
Appeals of school board expulsion hearings will be scheduled within 30 calendar days of receipt of the notice of appeal	100%	22

Decisions Standard	% of time service standard is met	Average number of days
Appeals of school board expulsion orders will be issued within 10 calendar days after the hearing has	No orders released	No orders released

been completed		
Appeals of school board expulsion decisions will be issued within 30 calendar days after the hearing has been completed	No decisions released	No decisions released
CFSA Section 68 applications: Decisions or orders will be issued within 30 calendar days of the completion of the hearing	90%	25
All other CFSA applications: Orders will be issued within 10 calendar days after the hearing has been completed	72%	23

Custody Review Board



What We Do

The Custody Review Board hears applications and makes recommendations on the placement of young people in custody or detention about:

- the placement where the young person is being held or is being transferred to
- the provincial director's denial of a young person's temporary release or reintegration leave
- the young person's transfer from a place of open custody to a place of secure custody

Legislative Authority

Statistics

	2014-2015	2013-2014	2012-2013
Applications received	84	99	144
Applications withdrawn	12	13	28
Applications closed because the youth was moved or released	22	29	42
Inquiries held	82	92	133
Hearings held	0	0	0
Final recommendations issued	50	56	75

Reviews are usually conducted as inquiries over the phone and are completed very quickly. The CRB can also choose to hold a hearing but hasn't done so in the past three years.

For the second year in a row, the CRB saw a significant decrease in applications. The decrease could be due in part to the record low numbers of youth in custody.

The three most common issues raised by youth in their CRB applications this year were, in order of frequency:

1. Concern for safety in relation to conflict with peers
2. Concern for safety in relation to conflict with staff (both physical and verbal abuse were cited)
3. Desire to be closer to family

In the last six months of the fiscal year, the CRB started to ask youth to self-identify on racial or ethnic grounds. The vast majority chose to self-identify. About 40% identified as African Canadian. This information helps the CRB to have a better understanding of one aspect of the applicants' social context.

Service Standards

The goal is to meet the service standard 80% of the time.

Standard	% of time service standard was met	Average number of days
Review will begin by a telephone call within 24 hours of the receipt of the application	100%	< 1 day
Where the board intends to hold a hearing it will advise the young person within 10 calendar days of the receipt of the application	N/A - no hearings held	N/A
Recommendations will be issued within 30 calendar	98%	17

Human Rights Tribunal of Ontario



What We Do

The HRTO resolves claims of discrimination and harassment brought under the [Human Rights Code](#) in a fair, just and timely way. The HRTO first offers parties the opportunity to settle the dispute through mediation. If the parties do not agree to mediation, or mediation does not resolve the application, the HRTO holds a hearing.

Legislative Authority

The HRTO is established under the *Human Rights Code*.

Operational Highlights

New Associate Chair

In April 2014, the HRTO welcomed a new Associate Chair, Yola Grant. Yola is a labour, employment and human rights lawyer and a teacher. Before joining the HRTO, Yola worked at Grant & Bernhardt and held a number of policy and legal positions in the public sector including counsel at the Pay Equity and Employment Equity tribunals, and the predecessor to the HRTO, the Board of Inquiry.

Acted on Pinto Report Recommendations

In April 2014, the HRTO implemented these recommendations made in the [Report of the Ontario Human Rights Review 2012](#) (The Pinto Report):

1. Gave respondents the opportunity to provide a regular contact person for their organization. This is helpful in cases where an applicant names a contact who is not the right person in the organization to receive a human rights application.

2. Updated practice directions on "Reconsideration" and "Naming a Respondent" to clarify the rules around these processes and address common mistakes.
3. Introduced two new practice directions:
 - The "Practice Direction on Intervention by a Bargaining Agent" gives bargaining agents a right to intervene in applications in the area of employment where the union represents an applicant or respondent.
 - The "Practice Direction on Anonymization of HRTO Decisions" makes it clear what personal information will be included in published decisions and also tells people how to make a request for anonymization.

Notice of Public Nature of Decisions added to Forms

The HRTO is sensitive to the fact that privacy concerns must be balanced against the public interest in an open justice system. The HRTO updated the "declaration" section of the application and response forms in December 2014 to make it clear that HRTO decisions are available to the public and that in some limited circumstances decisions can be anonymized.

Shorter Hearings

Most hearings this year were scheduled for one or two days. Previously they had been scheduled for three. This change means:

- it is easier to schedule hearings at venues outside of the GTA where it can be hard to find three consecutive available days
- it is easier to reschedule hearings, since it is easier to find two consecutive days in peoples' schedules than three

The results of the change were positive:

- The HRTO maintained a stable settlement rate both before and at the hearing.
- The HRTO improved its results in meeting its service standards for scheduling hearings.

New Registrar Letters

Fourteen registrar letters were created or updated this year. These letters are written in simpler language, which helps parties understand the HRTO processes. Some of the letters address common requests made by parties that members previously had to address through a more formal adjudicative review that resulted in a Case Assessment Direction. Creating registrar letters to address these requests has made the application review process more efficient and freed up members' time for hearings, mediations and decision writing.

Data Centre Move

The ten servers hosting HRTO case management system were moved from HRTO's Toronto offices to a secure and reliable Ontario data centre in Guelph.

Statistics

Table 1: Caseload

	2014-2015	2013-2014	2012-2013
Applications received	3,259	3,242	2,837

Cases reactivated	28	31	27
Cases closed	3,179	3,341	3,105
Active cases at year-end	3,101	2,993	3,061

Of the "Active cases at year-end", 454 are "deferred" or put on hold until another proceeding outside the HRTO has dealt with the issue.

Of the cases closed in fiscal 2014-15 where the application was accepted, 2,286 (72 per cent) were closed within one year. The average time from application acceptance to closure was 316 days, with a median of 225 days.

Table 2: Applications by applicant's postal code

Postal Code	2014-2015	2013-2014	2012-2013
Eastern (K)	12%	13%	12%
Central (L)	38%	38%	37%
Toronto (M)	25%	24%	24%
Western (N)	17%	17%	19%
Northern (P)	5%	6%	6%
Other	3%	2%	3%

Table 3: Percentage of applications by social areas under the Code

Some applications allege discrimination in more than one social area, so the totals exceed 100%.

Social Area	2014-2015	2013-2014	2012-2013
Employment	74%	74%	77%
Goods, Services and Facilities	22%	22%	21%
Housing	7%	6%	6%
Contracts	2%	1%	1%
Membership in a Vocational Association	1%	1%	1%
No Social Area	2%	2%	2%

Table 4: Percentage of applications by ground under the Code

Many applications claim more than one ground, so the totals exceed 100%.

Ground	2014-2015	2013-2014	2012-2013
Disability	56%	54%	57%
Reprisal	26%	27%	25%
Race	20%	22%	22%
Colour	14%	16%	15%
Age	14%	13%	15%
Ethnic Origin	15%	17%	15%
Place of Origin	12%	15%	13%
Family Status	12%	13%	10%
Ancestry	10%	13%	11%
Sex, Pregnancy & Sexual Harassment	21%	25%	22%
Sexual Solicitation or Advances	5%	8%	6%
Sexual Orientation	4%	8%	4%
Gender Identity	4%	7%	2%
Gender Expression	2%	5%	1%
Creed	6%	8%	6%
Marital Status	6%	8%	5%
Association	5%	5%	4%
Citizenship	4%	6%	4%
Record of Offences	3%	3%	4%
Receipt of Public Assistance	1%	2%	2%
No grounds	6%	4%	2%

Table 5: Mediations Held

	2014-2015	2013-2014	2012-2013
Mediations held	1,459	1,562	1,283

Settled at mediation	59%	59%	60%
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Table 6: Representation at Mediation

	2014-2015	2013-2014	2012-2013
Applicant representation			
• Lawyer / paralegal	32%	32%	33%
• HRLSC	30%	31%	16%
• Other	3%	3%	4%
• Self-represented	35%	34%	47%
• No Show	5%	4%	4%
Respondent representation			
• Lawyer / paralegal	86%	85%	85%
• Other	1%	2%	2%
• Self-represented	13%	13%	13%
• No show	2%	2%	3%

Table 7: Representation at Hearing

	2014-2015	2013-2014	2012-2013
Applicant representation			
• Lawyer / paralegal	28%	29%	26%
• HRLSC	12%	8%	6%
• Other	4%	5%	4%
• Self-represented	48%	52%	55%
• No Show	8%	6%	9%
Respondent representation			
• Lawyer / paralegal	86%	84%	82%
• Other	2%	3%	3%
• Self-represented	9%	9%	12%
• No show	3%	4%	3%

Table 8: Decisions Issued by Type

Type of Decision	2014-2015	2013-2014	2012-2013
Final decision on the merits	110	143	134
— Discrimination found	43	56	47

— Discrimination not found	67	87	87
Dismissal on a preliminary basis (including following summary hearings)	703 (117 summary hearings)	871	699
Deferrals (put an application on hold until another proceeding outside the HRTO has dealt with the issue)	164	191	252
Interim decisions (address procedural issues)	797	525	424
Reconsideration	159	151	142
Breach of settlement	21	24	15

The HRTO issued 1,553 Case Assessment Directions in 2014-15. Case Assessment Directions deal with procedural issues.

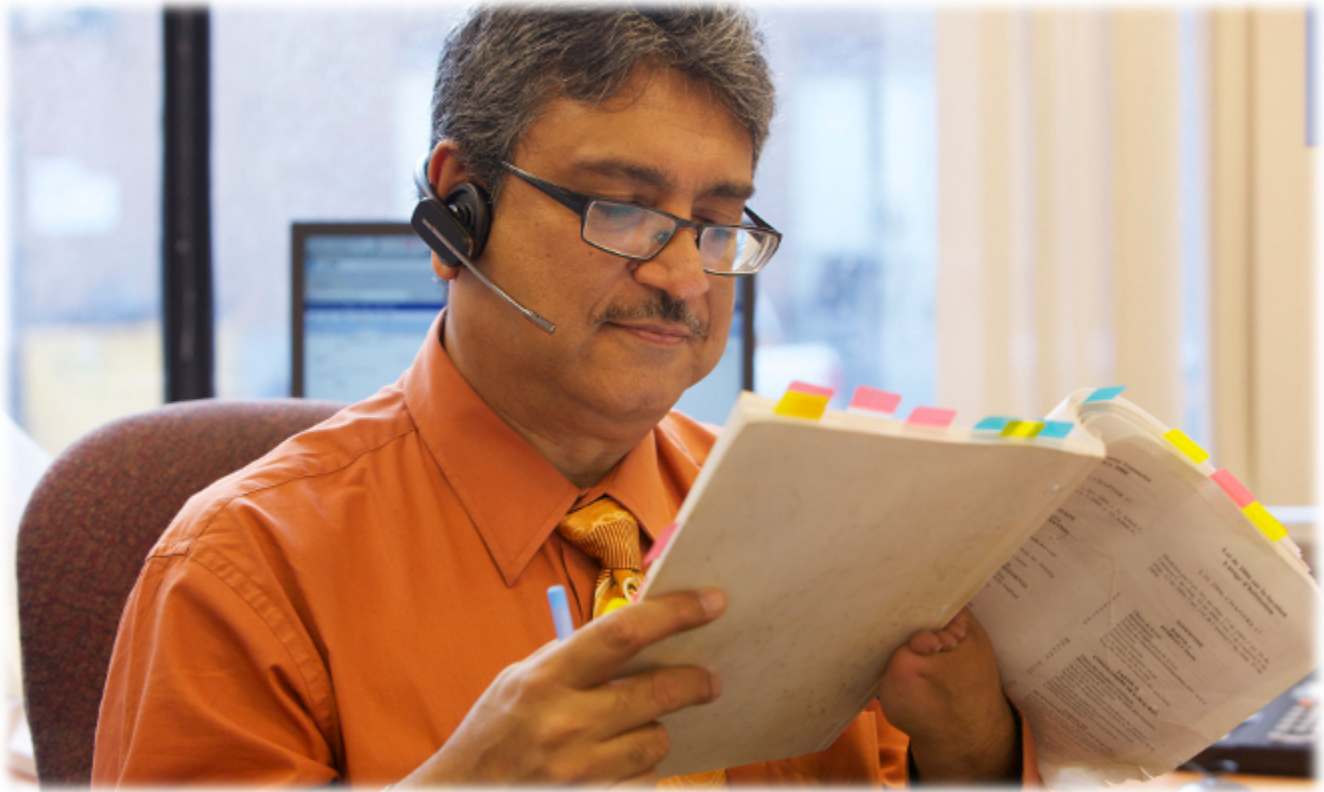
Service Standards

The goal is to meet the service standard 80% of the time.

Hearings and Mediations	% of time service standard is met	Average number of days
The first mediation date offered to parties will be scheduled to take place within 150 calendar days from the date the parties agree to mediation	83%	129
The first hearing date offered to parties will be scheduled to take place within 180 calendar days from the date the application is ready to proceed to hearing	62%	170

Decisions	% of time service standard is met	Average number of days
Decisions for hearings which take 3 days or less will be issued within 90 calendar days	82%	68
Decisions for hearings which take longer than 3 days, will be issued within 180 calendar days	39%	230

Landlord and Tenant Board



What We Do

The Landlord and Tenant Board (LTB) was established on January 31, 2007 to:

- resolve disputes between landlords and tenants
- resolve eviction applications from non-profit housing co-operatives
- provide information to landlords and tenants about their rights and responsibilities under the *RTA*
- provide information about LTB's practices and procedures

Legislative Authority

The Landlord and Tenant Board is established under the *Residential Tenancies Act (RTA)*.

Operational Highlights

Non-profit Housing Co-op Eviction Applications

On June 1, 2014, non-profit housing co-operatives ("co-ops") began filing applications for eviction with the LTB instead of the courts.

The change was made as a result of the *Non-profit Housing Co-operatives Statute Law Amendment Act* which amends parts of the *RTA*.

Because the LTB anticipated receiving only about 500 co-op eviction applications annually, it decided to pilot new processes which could potentially be used for other kinds of applications.

Some of these new processes are:

- Using email to receive applications

- Using electronic case files instead of paper files
- Requiring respondents to file a response before the first hearing
- Using case management hearings before a merits hearing
- Scheduling hearings in individual time slots instead of as part of a hearing block.

From June 1, 2014 to April 30, 2015 the LTB received 208 co-op eviction applications, most for non-payment of regular monthly housing charges.

When co-op applications are filed, the LTB schedules both a case management hearing and a merits hearing. About 75% of the co-op applications that are contested have been resolved by mediation at the case management hearing, freeing up the time to hear other applications. Most people who have participated in case management hearings, say they liked having the opportunity to settle the dispute before a hearing. The LTB will continue to monitor the effectiveness of the co-op processes.

Fee Waivers

Another amendment in the *Non-profit Housing Co-operatives Statute Law Amendment Act* allows the LTB to waive fees for people who have a low income. The LTB developed criteria for determining who would qualify for a fee waiver and a process for submitting a fee waiver request.

The proposed rule and practice direction related to fee waivers were posted for public consultation in February 2014 and fee waivers were implemented on June 1. From June 1, 2014 to March 31, 2015, the LTB received 1,659 requests resulting in \$75,144 in waived fees.

Case Management Hearings Pilot

On September 15, 2014 the LTB began piloting case management hearings for Applications about Tenant Rights (T2) and Tenant Applications about Maintenance (T6).

During a case management hearing, parties can settle the issues in dispute with the help of a hearing officer: an LTB mediator who has been designated as a hearing officer under the RTA. If an application is not settled, the LTB schedules a second hearing to hear the merits of the application. The hearing officer makes sure the parties are prepared for the merits hearing, by directing them to exchange documents by a specific date, for example.

LTB's Toronto South and Southern (Hamilton) offices are piloting the initiative. Case management hearings are being conducted in person or by phone.

The pilot is being evaluated based on settlement rates, level of preparedness for a merits hearing and the type of adjournments requested at a merits hearing. Early results show that about 55% of the applications that were scheduled for a case management hearing were resolved at that stage. There was no difference in the success rate between case management hearings conducted by telephone or in person. Depending on the results of the pilot, the LTB will consider expanding the use of case management hearings to other LTB offices and other types of applications.

Scheduling in full day blocks instead of half day blocks - Toronto North & South District Offices

The LTB has changed how hearings are scheduled in the Toronto South and Toronto North District Offices. Previously, hearings in those two locations had been scheduled in half day hearing blocks. Starting in March 2015, most cases (Forms L1 and L9 excepted) were scheduled into full day hearing blocks. Full day hearing blocks are already common in many other LTB hearing locations.

A hearing block is a period of time during which a group of applications are scheduled. Parties are not given a specific time slot when their application will be heard during their block. They wait in the hearing room until their application is called.

The hope is that the change will reduce the number of hearings that have to be rescheduled because of lack of time. In a full day block, if tenants consult with duty counsel or if the parties choose to mediate, there will usually still be time to hold a hearing.

The LTB will be monitoring the new approach to make sure that more cases are being heard on the day they are scheduled.

Updated Forms

The LTB launched updated application and notice forms on March 1, 2015 (for use starting April 1). The new forms are easier to understand and complete.

Upcoming Initiatives

LTB e-File: Looking to the coming year, LTB is excited to begin with a soft launch of an electronic filing system (e-File). During the soft launch a small pool of regular users will eFile their applications. LTB e-File will provide clients with a new, secure and simple way to file the following forms online: L1, L2, T2 and T6. The LTB expects to make e-File available across the province in the summer of 2015.

Email for case-specific inquiries: LTB is piloting the use of email as a way for parties to submit information or ask questions about their case in two offices: Toronto South and Southwestern (London). If the pilot is successful, the plan is to offer email across the province as another way for parties to get in touch with the LTB.

Mediations

When both parties involved in an application are interested in working together to resolve the issues in dispute, the LTB provides a mediator. In 2014-2015, approximately 35% of all applications where both parties attended the hearing were resolved through mediated agreements and/or consent orders arrived at during mediation. By comparison, about 75% of the co-op applications that were contested were resolved by mediation at the case management hearing.

A mediated agreement is an agreement between the parties. A consent order is an LTB order based on terms that the parties agree to and is enforceable by the courts.

Reviews and Appeals

A party can ask for a review of an LTB decision if a "serious error" has been made in the order.

In 2014-2015, the LTB received 2,471 requests for review, 3% of the total applications received. Of the review requests received, 1,440 were denied after a preliminary review. The other 1,022 were sent to hearing to determine whether there was a serious error.

Call Centre

The LTB handled 286,869 telephone calls this year. The average time per call was 05:10. The average time callers waited in the call queue was 06:48.

Statistics

In 2014-15, the LTB received 79,740 applications. This total includes landlord, tenant and co-op applications. This is a decrease of 2.45% or 2,008 applications compared to 2013-2014.

The ratio of landlord to tenant applications has remained relatively constant since 1998 when the resolution of landlord-tenant disputes was transferred from the provincial court system to the LTB. This past year was no exception, with 90% of applications filed by landlords and 10% filed by tenants.

Applications for termination of tenancy and eviction continue to represent the bulk of the LTB's workload. Of the total applications received by the LTB, approximately 62.7% were to terminate a tenancy because of non-payment of rent.

On June 2, 2014, non-profit housing co-operatives ("co-ops") began filing applications for eviction with the LTB. These applications were previously handled by the courts. The LTB received 208 co-op eviction applications between June 1, 2014 and the end of the fiscal year.

As of March 31, 2015, the number of unresolved applications at the LTB was 10,286.

Table 1: All Applications Received, Resolved and Outstanding

	2014-2015*	2013-2014	2012-2013
Applications Received	79,740	81,748	82,192
Applications Resolved	77,306	82,126	80,261
Outstanding at end of fiscal year	10,286	8,497	9,580

* The 2014-2015 totals include non-profit co-operative housing eviction applications, which the LTB began receiving in June 2014.

Table 2: Landlord and Tenant Applications Received by Region (April 1, 2014 - March 31, 2015)

Central	East	North	South	South-west	Toronto East	Toronto North	Toronto South	Total
8,963	8,370	3,829	10,947	13,500	10,798	12,169	10,956	79,592

Table 3: Co-op Applications Received by Region (June 1, 2014 - March 31, 2015)

Central	East	North	South	South-west	Toronto East	Toronto North	Toronto South	Total
10	19	11	19	36	58	24	31	208

Table 4: Landlord Applications Received by Type

Case	Application Description	2014-2015	2013-2014	2012-2013
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Type				
A1	Determine Whether the Act Applies	55 (0.1%)	69 (0.1%)	62 (0.1%)
A2	Sublet or Assignment	263 (0.4%)	241 (0.3%)	237 (0.3%)
A3	Combined Application (usually includes an L1)	3,986 (5.6%)	4,209 (5.7%)	3,936 (5.2%)
A4	Vary Rent Reduction Amount	135 (0.2%)	134 (0.2%)	209 (0.3%)
L1	Terminate & Evict for Non-Payment of Rent	49,991 (70.0%)	52,832 (71.2%)	54,777 (73.0%)
L2	Terminate for Other Reasons & Evict	7,983 (11.2%)	7,132 (9.9%)	7,102 (9.5%)
L3	Termination - Tenant Gave Notice or Agreed	1,208 (1.7%)	1,179 (1.6%)	1,225 (1.6%)
L4	Terminate the Tenancy - Failed Settlement	5,632 (7.9%)	5,955 (8.0%)	5,549 (7.4%)
L5	Rent Increase Above the Guideline	548 (0.8%)	438 (0.6%)	296 (0.4%)
L6	Review of Provincial Work Order	8 (0.0%)	3 (0.0%)	11 (0.00%)
L7	Transfer Tenant to Care Home	0 (0.0%)	4 (0.0%)	0 (0.00%)
L8	Tenant Changed Locks	31 (0.0%)	21 (0.0%)	45 (0.00%)
L9	Application to Collect Rent	1,735 (2.4%)	1,800 (2.4%)	1,620 (2.2%)
	Total	71,575	74,197	75,069

Table 5: Tenant Applications Received by Type

Case Type	Application Description	2014-2015	2013-2014	2012-2013
A1	Determine Whether the Act Applies	59 (0.7%)	23 (0.3%)	30 (0.4%)
A2	Sublet or Assignment	55 (0.7%)	46 (0.6%)	45 (0.6%)
A3	Combined Application	1,921 (24.1%)	1,680 (22.3%)	1,342 (18.8%)
A4	Vary Rent Reduction Amount	0 (0.0%)	1 (0.0%)	1 (0.01%)
T1	Rent Rebate (e.g. illegal rent)	716 (9.0%)	663 (8.8%)	618 (8.7%)
T2	Tenant Rights	3,441 (43.2%)	3,441 (43.2%)	3,676 (51.6%)
T3	Rent Reduction	69 (0.9%)	51 (0.7%)	58 (0.8%)

T4	Failed Rent Increase Above Guideline	1 (0.0%)	4 (0.0%)	1 (0.01%)
T5	Bad Faith Notice of Termination	170 (2.1%)	156 (2.1%)	152 (2.1%)
T6	Maintenance	1,516 (19.1%)	1,318 (17.5%)	1,198 (16.8%)
T7	Suite Meters	9 (0.0%)	9 (0.0%)	2 (0.03%)
	Total	7,957	7,551	7,123

Table 6: Co-op Applications Received by Type (June 1, 2014 - March 31, 2015)

Case Type	Application Description	Received
C1	Application to End the Occupancy and Evict the Member based on Non-payment of Regular Monthly Housing Charges and to Collect the Housing Charges that the Co-op Member Owes	132 (63.4%)
C1/2	Combined C1 and C2 applications	32 (15.3%)
C2	Application to End the Occupancy of the Member Unit and Evict the Member	23 (11%)
C3	Application to End the Occupancy and Evict the Member - Based on the Member's Consent or Notice	7 (3.4%)
C4	Application to End the Occupancy of the Member Unit and Evict the Member Because the Member Failed to Meet Conditions of a Settlement/Order	14 (7%)
	Total	208

Table 7: Landlord/Tenant Applications by Method of Resolution (April 1, 2014 - March 31, 2015)

Resolution Type	Total
Abandoned ¹	2,668
Resolved by Mediation ²	11,926
Resolved at Hearing ³	48,107
Resolved without Hearing ⁴	4,402
Review Denied	675
Withdrawn	7,369

Other ⁵	2,001
Total	77,148

¹ ordered by hearing abandoned

² mediated; ordered by hearing mediated

³ ordered by hearing contested or uncontested; ordered by review

⁴ ordered ex parte; ordered by section 206 agreement

⁵ discontinued; order voided; ordered amended; amendment denied

Table 8: Co-op Eviction Applications by Method of Resolution (June 1, 2014 - March 31, 2015)

Resolution Type	Total
No Hearing ⁶	22
CMH Only	110
Merit Hearing Only	10
Both CMH and Merit Hearing	16
Total	158

⁶ application withdrawn/discontinued; parties settled the issues on their own

When a co-op eviction application is filed, the LTB schedules a case management hearing (CMH) and a merits hearing. If the application is resolved at the CMH, the merits hearing is cancelled.

Service Standards

The goal is to meet the service standard 80% of the time.

Standard	% of time service standard is met	Average number of days
Applications will be scheduled for a hearing within 25 business days	78%	21
Decisions for LTB applications will be issued within 5 business days at the conclusion of the final hearing	89%	3.6

Social Benefits Tribunal



What We Do

The Social Benefits Tribunal hears appeals from people who have either been refused social assistance or who receive social assistance but disagree with a decision that affects:

- their eligibility for assistance
- the amount of assistance they receive
- the benefits they receive

Because of the sensitive personal information involved in these cases, the legislation requires that all hearings must be held in private.

Legislative Authority

The Social Benefits Tribunal (SBT) is established under Part IV of the *Ontario Works Act, 1997*. Appeals are heard under that act and the *Ontario Disability Support Program Act, 1997*.

Operational Highlights

Information Brochure Redesign

SBT has developed a new information brochure based on valuable input from stakeholders. The new SBT brochure is written in simpler language and includes:

- A step-by-step description of what to expect during the appeal process
- A checklist to help appellants keep track of their appeal information (e.g. SBT file number, hearing date and location)
- Answers to commonly-asked questions

Email Pilot Project

On March 30, 2015, SBT launched a six-month pilot which allows some legal clinics and ODSP/OW offices to submit documents and inquiries by email. By offering another means of communication, email improves the accessibility of the tribunal. Participants can still chose to submit documents by fax or mail. An evaluation of the

pilot that includes stakeholders will begin in September. If the pilot proves successful, it will be expanded to other areas of the province.

Video Conferencing

The SBT, the Rexdale Community Legal Clinic and the Disability Adjudication Unit of the Ministry of Community and Social Services partnered to pilot the use of video-conferencing technology for appeal hearings. The technology is easy to use and the picture and sound are clear. There are benefits for everyone involved. Appellants will save travel time and attend their hearing in a safe and comfortable environment. The case presenting officer from the MCSS Disability Adjudication Unit will also save on commuting time by attending the hearing by video from their office.

Early Dispute Resolution

The SBT continues to improve the Early Resolution Program (ERP). The ERP is held by phone with the two parties and a SBT Appeal Resolution Officer, who helps the parties look for opportunities to resolve the appeal without a hearing. Parties benefit from the ERP because they can have a chance to resolve the appeal as early as one month after the appeal is filed, instead of waiting several months for hearing. The parties also have ownership of the resolution, instead of holding a hearing where a member makes the decision. This year, the SBT held 1,433 ERP sessions. The settlement rate was 32%, similar to last year's rate of 34%.

SBT Rules

SBT is developing its own Rules of Procedure. Together with the SJTO Common Rules, introduced in October 2013, the SBT Rules of Procedure will increase the transparency of the SBT's procedures, and help parties prepare for their hearing. SBT consulted with stakeholders on the rules in early 2015.

Medical Review Appeals

SBT started to see an increase in medical review appeals this year as MCSS' Disability Adjudication Unit increased the number of medical reviews they conducted. The SBT received 726 medical review appeals. By comparison, in 2013-2014, we received 147. The volume of appeals is expected to continue to increase and SBT is working with the legal clinics and the DAU on two projects to address the increase:

1. Expanding the ERP to include medical review cases appeals
2. Introducing consent orders at the hearing

Staff Training

Frontline staff received training from a mental health professional to increase their understanding of mental health issues, dissipate myths and end stigma. The training helps staff better serve users with mental health issues.

Statistics

The SBT received 14,025 appeals, a decrease of 700 from the previous year. More appeals were completed this year than last, so the number of pending cases also went down by more than 500. The average time to complete a case increased from 8.9 months to 10.6 months. SBT continued to schedule hearings within 30 days of receiving the appeal.

Table 1: Summary

	2014-2015	2013-2014	2012-2013
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Appeals Received	14,025	14,768	15,430
Completed	14,606	14,225	13,325
Pending	11,317	11,898	11,355
Case Processing Time (Months)	10.6	8.9	8.7

Table 2: Appeals Completed with or without a Hearing

	2014-2015	2013-2014	2012-2013
Completed without a Hearing*	4,977 (34%)	4,936 (35%)	4,952 (37%)
Completed with a Hearing**	9,629 (66%)	9,289 (65%)	8,373 (63%)

* *Completed without a hearing* includes: appeal resolved before a hearing due to respondent's consent or appellant's withdrawal (e.g. - after early resolution process), reconsideration request not granted, no contact from appellant, no jurisdiction, other administrative reasons.

** *Completed with a hearing* includes: decisions released following a reconsideration hearing.

Table 3: Appeals by Program

	2014-2015	2013-2014	2012-2013
ODSP	13,207 (94%)	13,732 (93%)	14,317 (93%)
OW	818 (6%)	1,036 (7%)	1,113 (7%)
Total	14,025	14,768	15,430

Table 4: ODSP Appeals by Category

ODSP	2014-2015	2013-2014	2012-2013
Refusal	11,716 (89%)	12,613 (92%)	13,307 (93%)
Cancellation & Suspension	828 (6%)	353 (2%)	282 (2%)
Amount & Reduction	559 (4%)	659 (5%)	628 (4%)
Other	104 (1%)	107 (1%)	100 (1%)
Total	13,207	13,732	14,317

Table 5: OW Appeals by Category

OW	2014-2015	2013-2014	2012-2013
Refusal	178 (22%)	229 (22%)	280 (25%)
Cancellation & Suspension	293 (36%)	393 (38%)	397 (36%)
Amount & Reduction	320 (39%)	383 (37%)	409 (37%)
Other	27 (3%)	31 (3%)	27 (2%)
Total	818	1,036	1,113

Table 6: Tribunal Decisions by Outcome

ODSP	2014-2015	2013-2014	2012-2013
Granted	5,090 (55%)	4,789 (54%)	3,961 (50%)
Denied	2,533 (27%)	2,436 (28%)	2,434 (31%)
Denied in Absentia*	1,178 (13%)	1,163 (13%)	941 (12%)
Other**	437 (5%)	443 (5%)	531 (7%)
Total	9,238	8,831	7,867

OW	2014-2015	2013-2014	2012-2013
Granted	69 (18%)	57 (12%)	48 (9%)
Denied	119 (30%)	186 (41%)	192 (38%)
Denied in Absentia*	151 (39%)	155 (34%)	151 (30%)
Other**	52 (13%)	60 (13%)	115 (23%)
Total	391	458	506

* Cases denied in absentia: Appellant was not present for the hearing.

** Other decisions include: consent order, no appeal before the tribunal, appeal out of time, no jurisdiction, matter resolved or withdrawn, or cases referred back to the Director or Administrator to reconsider its original decision in accordance with the directions given by the tribunal.

Service Standards

The goal is to meet the service standard 80% of the time.

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Standard	% of time service standard is met	Average number of days
Appeals will be scheduled with a notice of hearing sent out no later than 30 calendar days after receipt of the appeal. <i>And</i> The hearing date will be set no more than 180 calendar days after the date of the Notice of Hearing.	19%	42 (notice of hearing) 224 (hearing date)
Decisions will be issued within 30 calendar days after the completion of the hearing.	58%	33

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[Return to Table of Contents](#)

Appendix I: SJTO Members as of March 31, 2015

The Executive Chair and the Alternate Chair are members of each of the SJTO tribunals. Members with an asterisk (*) are appointed to more than one SJTO tribunal.

SJTO Executive Chair and Alternate

Name	First Appointed	Term Ends
Michael Gottheil (Executive Chair)	March 2011	March 2016
Dr. Lilian Ma (Alternate Executive Chair)	March 2011	March 2016

Child and Family Services Review Board and Custody Review Board

Name	First Appointed	Term Ends
Kevin W. Brothers	November 2010	November 2015
Donald Butler	December 2006	December 2016
Celia Denov	February 2007	February 2017
Patrick R. Doran*	May 2007	May 2017
Judy Finlay	January 2011	January 2016
Nathalie Fortier*	July 2013	July 2015

John Gates	October 2005	October 2016
Suzanne Gilbert (Associate Chair)*	October 2006	March 2016
Gail Gonda	May 2007	May 2017
Andrea Himel	November 2010	November 2015
Heather Hunter	May 2008	May 2018
Lorna King	April 2006	April 2016
Alina (Alice) Lazor	May 2008	May 2018
Robert Lefebvre*	February 2013	February 2016
Richard Linley	December 2006	December 2016
Richard Meen	February 2011	February 2016
Eva Nichols*	February 2013	August 2016
Michele O'Connor	November 2010	November 2015
Frances Sanderson	December 2006	December 2016
Ruth Ann Schedlich	August 2002	October 2016
Sheena Scott (Vice-Chair)	May 2008	May 2015
Jayashree (Jay) Sengupta*	July 2014	September 2018
John F. Spekkens	November 2010	November 2015
Wendell White	March 1999	September 2016
Mary Wong	May 2007	May 2017

Human Rights Tribunal of Ontario

Name	First Appointed	Term Ends
Sarah Atkinson	January 2015	January 2017
Kim Bernhardt	January 2015	January 2017
Kenneth Bhattacharjee (Vice-Chair)	September 2008	September 2018
Catherine Bickley	January 2011	January 2016

Keith Brennenstuhl* (Vice-Chair)	September 2007	September 2017
Ruth Carey*	August 2012	December 2016
Ena Chadha (Vice-Chair)	September 2007	September 2017
Kevin Cleghorn	January 2011	January 2016
Brian Cook (Vice-Chair)	September 2008	September 2018
Genevieve Debane (Vice-Chair)	June 2011	June 2016
Andrew Diamond	August 2008	August 2018
Maureen Doyle* (Vice-Chair)	August 2008	February 2016
Brian Eyolfson (Vice-Chair)	August 2007	August 2017
Eli Fellman* (Vice-Chair)	December 2014	December 2015
Michelle Flaherty*	October 2008	June 2018
Nathalie Fortier*	July 2014	July 2015
Aida Gatfield	January 2013	January 2018
Suzanne Gilbert*	December 2012	March 2016
Yola Grant (Associate Chair)	April 2014	April 2016
Maurice Green	January 2013	January 2018
Mark Handelman	August 2008	August 2018
Beverly Harris	December 2012	December 2017
Mark Hart (Vice-Chair)	September 2007	September 2017
Dale Hewat	September 2008	September 2018
Judith Hinchman	August 2008	August 2018
Julie Jai	January 2015	January 2017
Kaye Joachim	December 2005	September 2015
Colin Johnston	January 2015	January 2017
Janice Diane Johnston	January 2011	January 2016
Judith Keene	November 2008	August 2015

Dawn Kershaw* (Vice-Chair)	October 2012	May 2015
Robert Lefebvre*	February 2014	February 2016
Michael Lerner	January 2011	January 2016
Laurie Letheren (Vice-Chair)	February 2015	February 2017
Ian Mackenzie	March 2011	March 2016
Kathleen Martin (Vice-Chair)	June 2006	September 2017
Yasmeena Mohamed	January 2011	January 2016
David Muir (Vice-Chair)	August 2008	August 2018
Eva Nichols*	February 2013	August 2016
Naomi Overend (Vice-Chair)	September 2008	September 2018
Jo-Anne Pickel (Vice-Chair)	October 2012	October 2017
Sheri Price (Vice-Chair)	September 2008	September 2018
Daniel Randazzo	December 2012	December 2017
Leslie Reaume (Vice-Chair)	June 2007	June 2017
Alison Renton (Vice-Chair)	October 2008	October 2018
Caroline Rowan	October 2005	October 2016
Douglas Sanderson (Vice-Chair)	January 2011	January 2016
Janice Sandomirsky	August 2008	August 2018
Jennifer A. Scott (Vice-Chair)	July 2006	September 2017
Jayashree (Jay) Sengupta* (Vice-Chair)	September 2008	September 2018
Brian Sheehan	August 2008	August 2018
Lorne Slotnick	September 2008	September 2018
Mary Truemner (Vice-Chair)	September 2008	September 2018
Rosemary Walden-Stephan*	December 2012	July 2016
Eric Whist	September 2008	September 2018
Ailsa Wiggins	August 2008	August 2018

Landlord and Tenant Board

Name	First Appointed	Term Ends
Elizabeth Beckett*	February 2001	April 2017
Joseph A. Berkovits	June 2005	July 2016
Keith Brennenstuhl*	December 2012	September 2017
Aleksandar Brkic	March 2015	March 2017
Vincenza (Enza) Buffa	May 2004	May 2016
Kim E. Bugby (Co-ordinating Vice-Chair)	September 2004	May 2018
William Burke	October 2005	October 2016
Ruth Carey*	December 2006	December 2016
Sylvie Charron* (Vice-Chair)	October 2012	October 2017
Vincent Ching	April 2006	April 2015
Harry Cho	October 2012	October 2015
Esi Codjoe	January 2015	January 2017
Brian A. Cormier	April 2006	May 2016
Emily Crocco	January 2015	January 2017
Lisa Del Vecchio	January 2015	January 2017
Thomas F. Fagan*	June 2013	June 2015
Nancy Fahlgren	June 1998	June 2016
Eli Fellman* (Vice-Chair)	December 2004	December 2015
Murray William Graham	June 1998	July 2015
Petar Guzina	November 2009	November 2019
Brenna Homeniuk	December 2006	December 2016
Elke Homsy	March 2006	February 2016
Louise Horton	June 2009	June 2019

Greg Joy	June 2005	June 2016
Anna Jurak*	August 2012	June 2016
Caroline A. A. King	October 2004	October 2016
Teddy Kwan	November 2014	November 2016
Renée Lang	January 2015	January 2017
Claudette Leslie	April 2006	April 2016
Kevin Lundy	October 2012	October 2016
Dr. Lilian Yan Yan Ma* (Associate Chair)	June 2005	March 2016
Sandra Macchione*	February 2011	February 2016
Ieva Martin	June 2004	June 2016
Carol Anne McDermott*	August 2012	June 2017
James (Jim) McMaster	October 2005	November 2016
Debbie Mosaheb	February 2011	February 2016
Robert Murray*	September 2012	February 2017
Gerald Naud*	October 2004	October 2016
John Patrick Nolan	November 2006	May 2019
Nicholas Pernal	January 2015	January 2017
Jean-Paul Pilon	August 2006	February 2017
Gobinder Singh Rhandawa	July 2014	July 2016
Roger Rodrigues	January 2015	January 2017
Jana Rozehnal	April 2006	April 2016
Egya Ndayinanse Sangmuah (Vice-Chair)	January 2007	August 2016
Guy William Savoie (Vice-Chair)	May 2001	April 2017
Michael Soo	July 2007	July 2015
Lisa M. Stevens	November 2009	November 2019
Lynn Stilwell	April 2004	April 2016

Jeanie Theoharis	December 2006	December 2016
Mariam Elizabeth Usprich	March 2006	February 2016
Jonelle Van Delft (Vice-Chair)	November 2004	June 2017
Karen Wallace (Vice-Chair)	December 2006	February 2016
Sylvia Nancy Watson	June 2009	June 2019
Karol Wronecki	January 2007	January 2017

Ontario Special Education Tribunals

English Tribunal Members

Name	First Appointed	Term Ends
Ross Caradonna	May 2008	May 2018
Maureen Doyle*	August 2013	February 2016
Suzanne Gilbert* (Vice-Chair)	May 2011	March 2016
Derryn Gill	April 2005	June 2015
Julie Lindhout	April 2005	June 2015
Eva Nichols*	January 2005	August 2016
Jayashree Sengupta*	August 2012	September 2018

French Tribunal Members

Name	First Appointed	Term Ends
Maureen Doyle*	August 2013	February 2016
Michelle Flaherty*	August 2013	June 2018
Nathalie Fortier*	July 2014	July 2015
Suzanne Gilbert* (Vice-Chair)	May 2011	March 2016
Robert Lefebvre*	January 2005	February 2016

Social Benefits Tribunal

Name	First Appointed	Term Ends
Elizabeth Beckett*	August 2012	April 2017
Terry Brouillet	June 2013	June 2015
Brian Brown	April 2004	May 2016
Jean Buie	October 2013	October 2015
Sylvie Charron* (Vice-Chair)	December 2009	October 2017
Harold Dolan	August 2013	August 2015
Patrick Doran*	June 1998	May 2017
Thomas F. Fagan*	June 2013	June 2015
Pauline Faubert	November 2014	November 2016
Nathan Ferguson	June 2006	June 2017
Lisa Freedman	August 2013	August 2015
Romona Gananathan	September 2013	September 2015
Kelly Gaon	August 2008	June 2015
Cheryl Henshaw	November 2014	November 2016
Audrey Hummelen (Vice-Chair)	June 2007	October 2017
Anna Jurak*	May 2004	June 2016
Dawn Kershaw*	June 2006	June 2016
Jennifer Khurana	July 2013	July 2015
Linda Lebourdais	February 2005	February 2016
Denise Lemmon	March 2005	March 2016
Sandra Macchione*	November 2006	November 2016
Janice MacGuigan	May 2008	May 2018
Sherry MacIsaac	May 2013	May 2015
Roslynne Mains	January 2003	February 2016

Allan Matte	February 2014	February 2016
Carol Anne McDermott*	June 2007	June 2017
Beverly Moore (Associate Chair)	October 2006	September 2015
Robert Murray* (Vice-Chair)	May 2004	February 2016
William Murray	June 2008	November 2017
Marilyn Mushinski	June 2004	July 2016
Gerald Naud*	March 2015	October 2016
Monica Purdy	March 2005	March 2016
Josephine Racioppo	September 2013	September 2015
Margaret Reynolds	April 2006	April 2016
Tony Riccio	October 2005	November 2015
Sherene Shaw	February 2005	February 2016
Richard Simpson	October 2005	October 2016
Holly Solomon	June 2013	June 2015
Jonelle Van Delft* (Vice-Chair)	February 2015	June 2017
Rosemary Walden-Stephan*	February 2001	July 2016